



ATTORNEY DOCKET NO.: SSM-9 (formerly 51207-1070)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Jochen Kappel et al.) Examiner: Lynda C. Jasmin
Serial No.: 09/819,446)
Filed: March 28, 2001) Group Art Unit: 3627
Confirmation No.: 2724) Our Client ID No.: 22827
For: Customer Care and Billing System) Our Account No. 04-1403
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AMENDMENT AND RESPONSE

Commissioner of Patents
U.S. Patent and Trademark Office
Post Office Box 1450
Alexandria, VA 22313-1450

Honorable Commissioner:

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Pursuant to 37 C.F.R. §1.111(a) and in response to the Office Action of December 23, 2003, Applicant respectfully requests reconsideration and allowance of the subject application, based on the amendments and remarks set forth herein. In accordance with 37 C.F.R. §1.121, the present response includes the following sections.

- **PRIMARY CONTACT DESIGNATION** begins on page 2 of this paper;
- **AMENDMENTS TO THE SPECIFICATION** begin on page 3 of this paper;
- **AMENDMENTS TO THE DRAWINGS** begin on page 4 of this paper;
- **AMENDMENTS TO THE CLAIMS** are reflected in the listing of claims which begins on page 5 of this paper; and
- **REMARKS** begin on page 9 of this paper.

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PRIMARY CONTACT DESIGNATION

Please note the attorneys and agents of Dority & Manning, Attorneys at Law, P.A., as the primary contact for written and telephonic contact on behalf of the Applicants. Relevant correspondence information is: Dority & Manning, Attorneys at Law, Post Office Box 1449, Greenville, SC 29602, Telephone: 864-271-1592, and Facsimile: 864-233-7342.

The above firm is already a counsel of record in the subject application pursuant to the Authorization of Agent and Power of Attorney filed with the U.S. Patent and Trademark Office on October 11, 2002 for Attorney Docket Nos. SSM-8, SSM-9, SSM-9.2, SSM-9.3, SSM-9.4, SSM-9.5, SSM-9.6, SSM-9.7, SSM-10, SSM-11, and SSM-11.2). A copy of this previously filed Authorization of Agent and Power of Attorney is submitted for the Examiner's convenience in Appendix A.